

## APPRENTICESHIPS

### Consumer Credit Division



"Following the introduction of the apprenticeship levy in April 2017, the Consumer Credit Division launched a Team Leader apprenticeship programme in October 2017 which was aimed at supporting existing employees to develop their leadership skills. The individuals selected came from a variety of different business areas and brought with them a range of experience. To date, they have participated in a number of workshops and development activities both internally and externally. We look forward to our colleagues graduating during 2018.

Given the changes within CCD and business performance during Q4 of 2017 and into Q1 of 2018, our initial priority has been exploring the ways in which we can upskill our existing workforce. Since the start of 2018, we have seen the launch of a variety of other programmes to our existing colleagues including the Professional Accountant, Cyber Security and Data Analyst programmes.

As CCD begins to set out its strategy for 2018, we will continue to review our existing workforce to identify key skills gaps and look to explore the opportunities available within leadership development and digital skills. For digital in particular we will explore the ways in which we can grow our own talent in this area through apprenticeships or graduate programmes and map out the development opportunities through building robust career pathways."

**Leanne Kellett, Graduate and Apprenticeship Programme Manager**

### Vanquis Bank



"The changes to how apprenticeships operate and the opportunity provided by the Apprenticeship Levy, enables Vanquis to introduce new and diverse talent to the business and provide our existing employees with highly valued opportunities to build their skills and obtain a qualification while working.

So, to ensure the 20% off the job training and the opportunity to apply learning is facilitated without compromising performance and customer experience, we have taken a phased approach, ensuring we consider and implement proper guiding principles.

We currently offer three programmes; Supervisory Level 3; Intelligence Operations Level 4 and Department or Operations Manager Level 5. We have 33 apprentices in total across two locations. There was high demand for these programmes with more than double the number of applicants per available place. At Vanquis, we recognised there was a management capability skills gap, so ensured we offered apprenticeships in this area and chose the right people by matching the programme objectives to colleagues' personal development plans.

We are looking forward to reviewing and analysing feedback at the end of the programme year, as this will inform the next phase of implementation. As of now, anecdotal feedback is very positive and engagement and commitment remains high.

Additional apprenticeships are planned for 2018 and available places and programmes will be offered later in the year. We look forward to offering these programme to both entry-level and existing colleagues."

**Bevan Heslop, Senior People Development Consultant, Vanquis Bank**